



PATENT

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Technology Center 2100

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RECEIVED

Applicants: Richard Joseph Caballero, Mark David Lewis, Dita Naik  
Assignee: Siebel Systems, Inc.  
Title: System and Method for Processing Complex Orders  
Serial No.: 10/024,691 Filing Date: December 17, 2001  
Examiner: Unassigned Group Art Unit: 2171  
Docket No.: SBL0020US Client Ref. No.: SIEB137/00US

Austin, Texas  
June 27, 2002

COMMISSIONER FOR PATENTS  
Washington, D. C. 20231

PRELIMINARY AMENDMENT

Dear Sir:

The following Amendments and Remarks are submitted for entry into the application filed on December 17, 2001, serial number 10/024,691. This Preliminary Amendment is submitted prior to the first Office Action on the merits in the above-captioned case. Entry of this amendment is respectfully requested.

IN THE SPECIFICATION

Please delete the paragraph starting on page 5, line 15.

Please delete the paragraph starting on page 5, line 18.

Please replace the paragraph starting on page 31, line 25 with the following replacement paragraph:

b. Modify Products and Services Process is invoked by selecting the Modify Option in a Products and Services (service or billing) View 916, 918 such as shown in Figure 9C. An embodiment of the Modify Products and Services Process,

- 1) Retrieves the active quote from the session. If there is no active quote, a new quote is created and set as the active quote. If there is an active quote, determine whether

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the quote is associated with the same customer account as the asset being modified, and whether the quote has a status of In Progress. If the quote does not meet these criteria, a new quote is created and set as active.

- 2) Checks currency and assigns one, if necessary. If Currency is Null, the workflow proceeds without doing any processing. If Currency is not Null, the Modify Products and Services Process sets the quote's currency to the same currency as that of the associated asset.
- 3) Makes changes requested by the user. The Modify Asset Sub-Process allows the user to make changes to the currently requested state of the asset.
- 4) Displays the active quote in the Quote Line Item View.

Please replace the paragraph starting on page 32, line 12 with the following replacement paragraph.

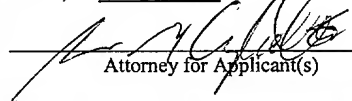
The logic for implementing the Modify Asset Sub-process performs the following functions:

- 1) Reads the asset from the database. Only components that do not have a status of Inactive are included. The changes specified by all the open and pending orders related to the asset are applied to re-create the state of the service product as the customer has requested.
- 2) Determines whether an open or pending order disconnects the root component. If one of the open or pending orders disconnects the root component, then the workflow returns an empty asset and displays an error message.
- 3) Tests for a customizable asset. If the asset is customizable, it is displayed in the Product Configurator View, where the user can make changes to it. If the asset is not customizable, Modify Products and Services Process proceeds directly to the next step.
- 4) Updates the active quote. The workflow retrieves the active quote. The delta of the previously requested state of the asset and the newly requested state of the asset are added as line items.
5. Saves the quote to the database.

CONCLUSION

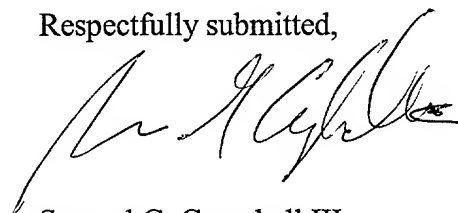
In view of the amendments set forth herein, the application is believed to be in condition for allowance and a notice to that effect is solicited. Nonetheless, should any issues remain that might be subject to resolution through a telephonic interview, the Examiner is invited to telephone the undersigned.

I hereby certify that this correspondence is being deposited with the United States Postal Service as First Class Mail in an envelope addressed to: Commissioner For Patents, Washington, D.C. 20231, on June 27, 2002.

  
Attorney for Applicant(s)

6/27/02  
Date of Signature

Respectfully submitted,



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2003.06.27

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**VERSION WITH MARKINGS TO SHOW CHANGES MADE**  
**IN THE SPECIFICATION**

Please delete the paragraph starting on page 5, line 15.

Please delete the paragraph starting on page 5, line 18.

The paragraph starting on page 31, line 25 is amended as follows.

b. Modify Products and Services Process is invoked by selecting the Modify Option in a Products and Services (service or billing) View 916, 918 such as shown in Figure 9C. ~~Figure 10B-1 shows a flowchart for an~~ An embodiment of the Modify Products and Services Process, which

- 1) Retrieves the active quote from the session. If there is no active quote, a new quote is created and set as the active quote. If there is an active quote, determine whether the quote is associated with the same customer account as the asset being modified, and whether the quote has a status of In Progress. If the quote does not meet these criteria, a new quote is created and set as active.
- 2) Checks currency and assigns one, if necessary. If Currency is Null, the workflow proceeds ~~to Step 3~~ without doing any processing. If Currency is not Null, the Modify Products and Services Process sets the quote's currency to the same currency as that of the associated asset.
- 3) Makes changes requested by the user. The Modify Asset Sub-Process allows the user to make changes to the currently requested state of the asset.
- 4) Displays the active quote in the Quote Line Item View.

The paragraph starting on page 32, line 12 is amended as follows.

~~A flowchart of the~~ The logic for implementing the Modify Asset Sub-process is ~~shown in Figure 10B-2 and performs the following functions:~~

- 1) Reads the asset from the database. Only components that do not have a status of Inactive are included. The changes specified by all the open and pending orders

related to the asset are applied to re-create the state of the service product as the customer has requested.

- 2) Determines whether an open or pending order disconnects the root component. If one of the open or pending orders disconnects the root component, then the workflow returns an empty asset and displays an error message.
- 3) Tests for a customizable asset. If the asset is customizable, it is displayed in the Product Configurator View, where the user can make changes to it. If the asset is not customizable, Modify Products and Services Process goes proceeds directly to ~~Step 4~~ the next step.
- 4) Updates the active quote. The workflow retrieves the active quote. The delta of the previously requested state of the asset and the newly requested state of the asset are added as line items.
5. Saves the quote to the database.

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